

CITY OF RICHARDSON
INTERDEPARTMENTAL POLICY AND PROCEDURE
ELECTRONIC MAIL

POLICY

The purpose of the City's electronic mail (e-mail) system(s) (e.g., Lotus Notes, or any similar and/or subsequently implemented system) is to contribute to the efficient operation of City departments by providing convenient communication.

THERE CAN BE NO EXPECTATION OF PRIVACY IN THE CONTENT OF INDIVIDUAL ELECTRONIC MAIL MESSAGES SENT BY ANY EMPLOYEE.

Decisions regarding the use of City electronic mail that are not explicitly stated herein will be left to the discretion of the appropriate Department Head, as authorized by the City Manager. Department Heads are authorized to administer, provide guidance on, and assure compliance with the features of this policy.

PROCEDURE

I. DEFINITIONS

For purposes of this Policy and Procedure, the following definitions shall apply:

- A. Improper Material** - Pictures, posters, calendars, graffiti, objects, promotional materials, reading materials, or other materials that are racist, sexually suggestive, sexually/racially demeaning, pornographic, offensive, intimidating, harassing, disparaging, and/or hostile on the basis of age, disability, gender, national origin, race, color, religion, or any other legally protected characteristic. Bringing any such material into the work environment, or possessing it to read, display, or view at work, or otherwise publicizing such materials in the work environment is specifically prohibited.
- B. Chief Information Officer/CIO** - The Chief of Information Services of the City of Richardson or designee.
- C. Department Head** - The head of an administrative department of the City of Richardson, Texas, or designee.
- D. Employee** - For the purpose of this policy, an employee is defined as an individual employed by the City on a full-time, part-time, or internship basis.

II. DEPARTMENTAL RESPONSIBILITIES

It is the responsibility of each Department Head to notify the Information Services Department at least three working days prior to the start date of any new employee who needs access to electronic mail, so that the new user account can be set up on a timely basis.

It is the responsibility of each Department Head to notify the Information Services Department in the event of the termination, resignation, or retirement of any employee within their department who previously had access to City computers and/or network resources, so that such employee user accounts may be removed.

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Department Heads may monitor employee use of the electronic mail, and may revoke an employee's access by notifying the Chief Information Officer.

III. APPROPRIATE USES OF ELECTRONIC MAIL

The primary use of the City's electronic mail (e-mail) system(s) is intended to be official business within and among City employees and departments. **Personal e-mail should not impede the conduct of City business.** Only incidental amounts of employee time – comparable to reasonable coffee breaks during the day – should be used to attend to personal matters. **Non-city related messages should be held to a minimum, as with telephone calls.**

Creation and/or transmission of improper materials are prohibited. Multi-page "junk mail" documents from any source should not be re-transmitted without careful consideration. No employee shall send chain letters or pyramid schemes by electronic mail using city equipment at any time.

Without specific authorization, no employee shall read, alter, or delete any other employee's electronic mail.

Employees should understand that **all correspondence sent by e-mail is subject to review at any time by City officials.** E-mail transmissions are not private, and may at any time be read by network administrators. **E-mail messages constitute official City documents, and may be subject to subpoena by the courts and/or Public Information Act (open records) requests.**

Electronic mail received from citizens should be handled with the same seriousness as with any other form of citizen contact. Employees should maintain professional decorum in responses to e-mail, seek approval from supervisors where appropriate, and reply to messages promptly. As with voice mail messages, users of electronic mail should check for messages daily, except when out of the office.

All employees shall use only their city-assigned e-mail address during the performance of their assigned job duties. No private or "ghost" accounts shall be used, except by network administrators as part of their function (e.g., account names like "Webmaster", "Postmaster", "root", etc.) and special investigations. The Chief Information Officer must be notified within five (5) business days that any such exceptions are in use.

Questions regarding the appropriate usage of e-mail, including any concerns about frequency of non-city related messages, should be discussed with an appropriate supervisor and/or Department Head.

Original Signed By Bill Keffler

January 20, 1999 (Rev. 6-01)

Bill Keffler
City Manager

Date